

Statement of Aim

The Building Control Service aims to ensure that national standards of health and safety in the built environment are achieved through the application of the Buildings Regulations and other legislation in and around buildings.

We will achieve this aim by:

- giving you clear information and standards for our services
- advising you on the national building regulation standards
- providing local knowledge and professional advice on your building project
- reminding you to apply for permission from Planning, Environmental Health and other relevant services where appropriate
- linking with other council services and helping you understand their requirements

When we visit your home or business we will:

- show you our council identification and authorisation
- make an appointment whenever appropriate
- clearly explain the task we have come to do
- let you know what follow up action you can expect from us
- clarify any complex advice or action in writing within ten working days of our visit
- in cases where you have contacted us by letter, email or fax, give you a full reply within ten working days

When you contact us for advice and assistance we will:

- have a building control surveyor available to take details of your enquiry and give professional advice between the hours of 9am to 5pm, Monday to Friday. In busy periods and out of hours an answer machine may be used, but we will respond to any messages by the end of the next working day
- tell you whether we are able to deal with your request for advice or assistance. If we are not able to help you, we will explain why
- send you relevant information and leaflets
- check your full plans application and respond within 20 working days of receiving a valid application
- if you contact us before 10am to ask for a building regulation inspection we will carry out the inspection within 24 hours (our aim is to carry out the inspection on the same day)
- give you a completion certificate within 20 working days once you have completed your building work and we are satisfied with it (or within five days if you request the certificate in writing)



When we visit your home or business we will:

- show you our council identification and authorisation
- make an appointment whenever possible and appropriate
- clearly explain the task we have come to do
- let you know what follow up action you can expect from us
- clarify any complex advice or action in writing within ten working days of our visit

Whenever we come into contact with you we will:

- be polite and helpful
- respect your right to confidentiality
- answer the telephone in a friendly and efficient manner within six rings
- comply with the council's Dignity For All policy
- arrange interpretation, translation or signing where necessary
- always try to direct you to the most appropriate person and if they are not immediately available, pass your details onto them
- welcome comments about the Service

If we take enforcement action we will:

- put legal requirements and advice clearly and simply. We will confirm these in writing within ten working days of our enforcement visit
- ensure that our letters explain what action is required, why it is necessary and clearly distinguish between legal requirements and good practice
- provide you with an opportunity to discuss the matter with an officer before formal enforcement action is taken, unless immediate action is required
- provide an explanation of why immediate action is required at the time and confirm in writing within ten working days of our enforcement visit
- ensure that you have written information on your rights of appeal against formal enforcement action

Help us to help you

- please be honest with us, and try to give us all the information we request. We will only ask for relevant information
- please keep appointments
- please take prompt action when requested to do so
- please respond to customer survey forms that we send
- join the Islington Business Partnership for easy access to regulatory advice and business support

Contact

Tel: 020 7527 5999

Fax: 020 7527 5998

Email: building.control@islington.gov.uk

Web: www.islington.gov.uk

**Building Control Service
Public Protection Division
Islington Council
222 Upper Street
London N1 1XR**

Any complaints or comments about the service should in the first instance be made to the Service Manager using the above address.

Islington Council has signed up to good enforcement principles as set down by the Government's Enforcement Concordat. Our policy on enforcement tells you what you can expect and requires that our officers act in an equitable, practical and consistent way.

